



 **DEFENSE**
TELECOMMUNICATIONS SERVICE
WASHINGTON

Tips and Tricks to Be a Successful TSCO, DAR, and Budget Officer

Resource Packet

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Budget Officer
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Tips and Tricks for the TSCO, DAR, and Budget Officer

1) Attend DTS-W's TCSO Training and Certification Program

- i) Review the DTS-W website and the DTS-W Customer Handbook to become familiar with DTS-W and the agency's product and service offerings
 - (a) Review the information provided to become familiar with the different contracts DTS-W oversees and the different parties and procedures associated with each contract
 - WITS2001: Local service provided by Verizon
 - FTS2001: Long distance, toll-free, calling card, and audio conferencing services provided by Verizon Business
 - Wireless: Cellular, paging, and Blackberry services are available through six cellular and two paging vendors
 - (b) Get to know and understand the services and products offered by DTS-W and how they benefit your agency
 - Directory Services
 - Operator Services
 - Project Management
 - Network Management
 - Defense Switched Network (DSN)
 - Financial Analysis and Expense Management
 - Customer Relationship Management Site Visits
 - DTS-W Audio Conferencing

2) Attend Verizon's Service@Once Training

- i) Learn to use the online ordering and provisioning system to order local telecommunications products and services
- ii) Learn how to manage your organizations inventory of local telecommunications equipment using the online tool
- iii) Learn to track JON numbers to keep record of all services and products ordered

3) Contact the Consolidated Customer Service Center (CCSC) and establish an account for access to the DTS-W secure web portal via the DTS-W website

- i) Log into the website and become familiar with how to access your bills (4445-R) and usage reports from the site
- ii) Review your organization's calling card inventory to verify all active cards are being used properly
- iii) Review your agency's BAC profiles to verify all BACs are active and the right points of contact are listed for each one
- iv) Request to be added to DTS-W's TSCO e-mail list to receive pertinent announcements regarding billing, agency, and vendor information/updates

- v) Review your agency's 800 numbers

4) Understand the various positions in conjunction with DTS-W:

The TSCO, DAR, and Budget Officer

- i) TSCOs: Consult with your Budget Officer to find out the amount of funds your agency has available per BAC for the fiscal year
- ii) Know who is responsible for tracking and monitoring the spending on your accounts
- iii) Verify with the Budget Officer that the amount obligated on the Form 20 is the total for the three months of the quarter and does not exceed the amount obligated with your Form 20
- iv) If amount billed exceeds the amount obligated, contact DTS-W to obligate additional funds to your account

5) Get to know the billing process and online tools associated with each contract

- i) WITS2001: Register for access to General Service Administration's (GSA) Telecommunications Ordering and Pricing System (TOPS) website
- ii) FTS2001: Access and review bills from DTS-W's secure web portal which is available via the DTS-W public website
- iii) Wireless
 - (a) AT&T and SkyTel bills are available from DTS-W's secure web portal
 - (b) All other bills are provided directly from the vendor
- iv) Create a spreadsheet template that allows you to organize your agency's bill data as it is provided on a monthly basis
 - (a) Review the information provided to identify headers and data fields for the information you want to track
 - (b) Sort the data in your spreadsheet by BAC or subgroups according to each contract to clearly identify what is being used by your agency
 - (c) Identify any data abnormalities or inconsistencies by specific contract which may signal errors/misuse and use your spreadsheet to provide documentation to management
 - (d) Compare the charges billed in TOPS to your Service@Once inventory to be sure all services and equipment are being billed accurately

6) Identify ways to make the available telecommunications data work for you

- i) Review your bills and inventory regularly to maintain an understanding of how your budget is being spent and to confirm that the bills accurately reflect the products and services used by your agency

7) Document the processes you develop

- i) Document your overall roles and responsibilities
- ii) Document any resources and points of contact that you use frequently
- iii) Document recurring (i.e. weekly or monthly) activities
- iv) Create a TSCO/DAR/BO folder on your organization's shared network to save all related documents to the position

8) Contact the CCSC with questions or to request additional information

- i) The CCSC is staffed 24/7 with agency representatives to help you understand the products and services available as well as to answer billing and funding related questions. For additional information and questions, contact:
 - (a) Phone: 703.697.2193
 - (b) Fax: 703.693.7331
 - (c) E-mail: dtswcarecenter@hqda.army.mil

Sample TSCO Monthly Billing Check List

1) Monthly Activity Summary

- ☐ Review and document changes in costs/usage by product by month. This will give you a quick summary view of your billing activity every month and trends in usage activity and costs can be identified sooner
- ☐ Monitor to see if spikes occur between monthly billing months
- ☐ Report trends and speak to end users about specific issues (i.e. calling cards, pagers, and cell phones)
- ☐ Document special events that could cause notable spikes in your bill. Make note of when those events occur as a reference when the bill arrives
- ☐ If there are valid concerns, make decisions and submit your issue or dispute to the CCSC for assistance
- ☐ Make timely submissions of disconnects for pagers, calling cards, lines or cellular phones. Have an out-process checklist available for use when end users leave the agency to ensure equipment and cards are obtained from the individual and immediately cancelled
- ☐ Consider authority level, travel frequency or nature of position as deciding factors when assigned cell phones, pagers, or calling cards and maintain an inventory list of assigned items
- ☐ Maintain a running log to note the status of the bills and findings of each month

2) Review the Stylized Invoice

- ☐ Pull up the stylized invoice to review the total charges for each service line item
- ☐ Review the proration line count
- ☐ Validate agency contact information
- ☐ Check the line of accounting
- ☐ Read DTS-W's advisory comments (if posted)
- ☐ Remember to note/log anything unusual by date, bill period, and charges

3) Review the FTS2001 Usage Report for all Services

- ☐ Pull up the FTS2001 usage report for the current bill period
- ☐ Match the individual services and charges with each service and charge on the 4445-R
- ☐ Browse through the usage detail to familiarize yourself with the charges incurred for each service type the agency has
- ☐ For each service type, check to see if there any lines that have unusually high usage costs, duplicate charges or lengthy calls/minutes to or from a specific number/location
- ☐ Audio conference calls should be monitored by department, host, frequency, and costs

- ☐ Remember to note/log anything unusual by date, bill period, and charges

4) Review the SkyTel Invoice

- ☐ Pull up the SkyTel bill detail report for the current period
- ☐ Review and note total charges
- ☐ Browse the bill to review and assess individual unit/pager charges, calls, and usage minutes
- ☐ Assess usage levels against service plan limits for each unit to avoid recurring overage charges which result in high per minute charges
- ☐ Determine if upgrades should be recommended or if it warrants deactivation because of non-usage
- ☐ Remember to note/log anything unusual with the date, bill period, and charges

5) Review the AT&T Invoice

- ☐ Pull up the AT&T bill detail report for the current period
- ☐ Review and note total charges
- ☐ Browse the bill to review and assess individual unit/pager charges, calls, and usage minutes
- ☐ Assess usage levels against service plan limits for each unit to avoid recurring overage charges which result in high per minute charges
- ☐ Determine if upgrades should be recommended or if it warrants deactivation because of non-usage
- ☐ Remember to note/log anything unusual with the date, bill period, and charges

DTS-W Bill Cycle Chart

Bill Type	Bill Cycle	Original	PDF	Reconciled	Excel
4445-R	DTS-W Invoice	X			X
FTS2001 Usage	1 Month Behind	X			X
Skytel	1 Month Behind		X		X
AT&T	1 Month Behind		X	X	

Bill Formatting Differences

- i) **Original Format:** Original bill document received from vendor
- ii) **PDF:** Acrobat Reader bill format received from the vendor
- iii) **Reconciled:** DTS-W bill format produced for the vendors bill data
- iv) **Excel:** Spreadsheets provided by DTS-W for agencies to download bill data

Valuable Links and Internet Recourses for TSCOs, DARs, and Budget Officers

Technical Resources

1) DTS-W

- i) DTS-W Website
 - (a) www.dtsw.army.mil

2) Vendors

- i) Local Services – WITS2001
 - (a) WITS2001: <http://www.wits2001.com/service/>
 - (b) WITS 3: www.gsa.gov/wits3
- ii) Long Distance
 - (a) Networx: www.gsa.gov/networx

3) Support

- i) Contracting Center of Excellence (CCE)
 - (a) A field operating activity within OAA responsible for providing administrative contracting support to all DoD activities
 - (b) <http://dccw.hqda.pentagon.mil/home/index.asp>
- ii) Defense Information Systems Agency (DISA)
 - (a) Combat support agency responsible for planning, engineering, acquiring, fielding, and supporting global net-centric solutions to support the needs of the DoD Components under all conditions of peace and war.
 - (b) <http://www.disa.mil>
- iii) Information Technology Agency (ITA)
 - (a) Customer focused team providing IT services to enhance the mission success of the Pentagon community
 - (b) <https://usaita.hqda.pentagon.mil/public/index.cfm>
- iv) Department of the Army Resource Management (RS-W)
 - (a) Responsible for providing resource management support for activities performing readiness and operations support for Headquarters, Department of the Army
 - (b) <http://www.hqda.army.mil/rsw>

Support Resources

- 1) Army Knowledge Online (AKO)**
 - i) <https://www.us.army.mil/suite/login/welcome.html>
- 2) Army eLearning**
 - i) <https://usarmy.skillport.com/rkusarmy/login/usarmylogin.cfm>
- 3) Air Force Portal**
 - i) <https://www.my.af.mil/faf/FAF/fafHome.jsp>
- 4) Navy Knowledge Online (NKO)**
 - i) <https://wwwa.nko.navy.mil/portal/splash/index.jsp>
- 5) Prince William County Adult Education (Financial Management Courses)**
 - i) <http://www.pwcgov.org/default.aspx?topic=01005600019>
- 6) Fairfax County Adult Education (IT and Telecommunications Courses)**
 - i) <http://www.fcw.com/>

Trade Publications and Industry Resources

- 1) Federal Computer Weekly**
 - i) <http://www.gcn.com/>
- 2) Government Computer News**
 - i) <https://usarmy.skillport.com/rkusarmy/login/usarmylogin.cfm>
- 3) Computer Weekly**
 - i) <http://www.computerweekly.com/Home/Default.aspx>
- 4) Telecommunications Terms**
 - i) <http://www.atis.org/tq2k/>
 - ii) <http://goldcoastphone.com/glossary.php>
- 5) Joint Interoperability Test Command (JITC)**
 - i) <http://jitc.fhu.disa.mil/tssi>

Acronym List of Telecommunications and Government Terms

BAC	Billing Account Code
BO	Budget Officer
BOAC	Billing Office Account Code
BOD	Business Operations Division
CCE	Contracting Center of Excellence
CCSC	Consolidated Customer Service Center
CO	Certifying Officer
CRM	Customer Relationship Manager
DAR	Designated Agency Representative
DFAS	Defense Financial and Accounting Service
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Office
DoD	Department of Defense
DSN	Defense Switched Network
DTS-W	Defense Telecommunications Service – Washington
FAMS	Financial and Assets Management System
FTS 2001	Federal Telecommunications System 2001
GPO	Government Printing Office

GSA	General Services Administration
ITA	Information Technology Agency
IVR	Integrated Voice Response
JON	Job Order Number
LAN	Local Area Network
LG	Location Group
MIPR	Military Interdepartmental Purchase Request
NCR	National Capital Region
NISO	Network Infrastructure Services and Operations
OAASA	Office of the Administrative Assistant to the Secretary of the Army
OCONCUS	Outside Continental United States
OSA	Office of the Secretary of the Army
PBX	Public Branch Exchange
PM	Program Manager
POC	Point of Contact
PRI	Primary Rate Interface
RS-W	Resource Services - Washington
SO	Service Order
TCS	TeleCommunications Systems
TOPS	Telecommunications Ordering and Pricing Systems

TSCO	Telecommunications Service Control Officer
TSR	Telecommunications Service Request
WITS2001	Washington Interagency Telecommunications Services 2001
WITS 3	Washington Interagency Telecommunications Services 3

Frequently Used Service Codes and Key Terms

- 1) Fixed Cost (Svc Code 392) FTS2001:** “FTS2001 Fixed Costs” represent items such as recurring line charges, taxes, and other tariffs
- 2) Common Charges (Svc Code 253):** Common charges associated with DTS-W’s operational costs
- 3) Network Charges (Svc Code 311):** These charges represent telecommunications infrastructure costs, such as trunks and switches
- 4) OCONUS Long Distance (Svc Code 230 or 331):** FTS2001 International Long Distance
- 5) CONUS Long Distance (Svc Code 321):** FTS2001 Domestic Long Distance
- 6) Toll Free Service (Svc Code 324):** FTS2001 Inbound or Outbound Toll Free service charges
- 7) Calling Card Usage (Svc Code 322):** FTS2001 Calling Card charges
- 8) Verizon Business Audio Conferencing (Svc Code 388):** FTS2001 Audio Conference Call charges
- 9) Skytel Usage Recurring Charges (Svc Code 309):** Wireless Charges for Pager and Blackberry service (monthly service fees and call activity)
- 10) Skytel Non-Recurring Charges (Svc Code 308):** Wireless Charges for Pager and Blackberry service (equipment purchases and one time charges)
- 11) AT&T Recurring Charges (Svc Code 387):** Wireless Charges for Cellular services (monthly service fees and call activity)
- 12) AT&T Non-Recurring Charges (Svc Code 336):** Wireless Charges for Cellular services (equipment purchases and one time charges)
- 13) MRC – Monthly Recurring Charges:** Standard charges billed every month, such as service plans
- 14) NRC – Non Recurring Charges:** Equipment purchases and one time charges

Standard Document Numbers and Fiscal Station Numbers

1) Standard Document Numbers

- i) A Standard Document Number (SDN) is required for all obligations, disbursements and collections documents and will contain no more than 14 characters
- ii) All documents processed through the DFAS Indianapolis Center managed accounting systems require an SDN
- iii) Sample SDN for DTS-W: **PHONE5DTSW1517**
 - (a) Position number 1-5: PHONE (constant)
 - (b) Position number 6: Fiscal Year (FY)
 - (c) Position number 7 - 10: DTSW (Constant)
 - (d) Position number 11-14: BAC (Billing Account Code)
- iv) Sample SDN for WITS2001: **PHN5WITS37L517**
 - (a) Position number 1-3: PHN (constant)
 - (b) Position number 4: Fiscal Year (FY)
 - (c) Position number 5 -8: WITS (Constant)
 - (d) Position number 9-14: BAC (Billing Account Code)

2) Fiscal Station Numbers

- i) A Fiscal Station Number (FSN) is a five digit number assigned to an installation or activity integrated finance and accounting office or non-integrated finance office, a fully supported activity, a decentralized accounting office, or a state department activity.
- ii) FSNs are used by the Department of the Army in appropriation and fund accounting and accounting for Disbursing Officer transactions.
- iii) You can find more information on SDN & FSN in the DFAS-IN Manual 37-100-05 which can be found on <http://www.asafm.army.mil>.

Guide to Detecting High Fraud Countries

The following is a list of countries that have the potential for fraud in relation to your agency's telecommunications services. When reviewing agency bills, carefully monitor calls to these destinations to detect possible fraud. If you suspect fraud or notice billing inconsistencies involving the countries listed the below, contact the CCSC at 703.697.2193; service to a specific country can be terminated by request.

Algeria	Bangladesh	Belize	Bolivia
Brazil	Myanmar (Formerly Burma)	Chile	China
Columbia	Dominican Republic	Ecuador	Egypt
El Salvador	Eritrea	Ethiopia	Gambia
Ghana	Guinea	Guyana	Guatemala
Haiti	Honduras	India	Indonesia
Ivory Coast	Jamaica	Jordan	Lebanon
Malaysia	Mali	Mexico	Morocco
Nicaragua	Nigeria	Pakistan	Peru
Philippines	Poland	Russia	Senegal
Sierra Leone	Sri Lanka	Sudan	Suriname
Syria	Trinidad	Yemen	